NEWPORT COUNTY YMCA JOB DESCRIPTION

Job Title: Membership Director  FLSA Status: Full Time/Exempt
Oversees: Membership Staff & Child Watch Staff  Job Grade:
Reports to: CFO/AED  Revision Date: 10/22/2022

POSITION SUMMARY:
The Membership Director is responsible for leading our Membership and Child Watch Teams, driving a superior member experience by enhancing membership connection/engagement and increasing membership sales – moving members from casual to connected to committed. The Membership Director will implement strategies that support programs through communication and promotion, assist with the development and execution of strategies focused on member recruitment and retention. Responsibilities include delivering customer service, administrative and clerical functions related to membership, program registration, supervision of staff reports, and support of internal and external communication strategies.

ESSENTIAL FUNCTIONS:
1. Provides excellent service to members, guests, and program participants, contributing to member retention. Applies all NCYMCA policies dealing with member services.

2. Oversees the day-to-day activities of the Membership and Child Watch Teams including managing the staff schedules and staff coverage. Support the Membership Coordinator and Child Watch Coordinator if coverage is needed.

3. Responsible for hiring, training, and directing staff. Works to ensure that the Membership Coordinator and Membership Team are always providing excellent customer service. Reviews and evaluates staff performance. The Membership Director is responsible for signing off on staff evaluations.

4. Co-leads with the Membership Coordinator scheduled Membership Team meetings and trainings.

5. Support the Membership Coordinator as needed with the sale of memberships by providing facility tours, along with general membership/program information for prospective members. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.

6. Support the Membership Coordinator with the coordination, input, review and revision of membership and program registration as needed, including logistics to support phone, walk-in and web registration. Provides ongoing support for refinement of the process to Program Directors.

7. Manages payments of members, membership account balances, membership holds, program registrations, reservations and cancellations. Utilizes the NCYMCA’s Membership System (Daxko) to assure prompt facility access, alerting members of problems or facility denial.
8. Evaluate overall membership staffing and operations structure. Make recommendations to supervisor to better maximize efficiency, flow and communication. Report applicable tour and member data to help identify opportunities and weaknesses.

9. Keeps staff informed of all ongoing and new programs and events. Provides memos for Membership Team about new programs and important information to ensure quality customer service for members and guests.

10. Oversee payroll input by the Membership Coordinator and Child Watch Coordinator.

11. Develop and implement an approved budget for the Membership Department and take appropriate action to correct variances. Oversee Child Watch Coordinator in developing and implementing the Child Watch Department budget.

12. Participate in Director Staff meetings. Provide leadership and support to the Annual Fundraising Campaign and volunteer committees/boards as assigned.


14. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

Supervise along with the Membership Coordinator the training and supervising the Membership Team in accordance with the NCYMCA’s policies and procedures manual. Responsibilities include the coordination of membership department functions: planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Oversee the Child Watch Department in accordance with the NCYMCA’s policies and procedures manual.

**QUALIFICATIONS:**

1. Associate's degree (AA) or equivalent from two-year college; or one year related experience and/or training; or equivalent combination of education and experience.


3. Excellent interpersonal and problem solving skills.

4. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

5. Previous customer service, sales, wellness or related experience.

6. Excellent personal computer skills and experience with standard business software.

7. Team Leader Certification Preferred.
YMCA JOB DESCRIPTION - Membership Director

YMCA COMPETENCIES (Team Leader):

**Mission Advancement**: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

**Collaboration**: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

**Operational Effectiveness**: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

**Personal Growth**: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

ADDITIONAL COMPENSATION DETAILS:

Commensurate with education, experience, knowledge, and skill set. Benefits include: YMCA contribution towards health plan, PTO per policy, employer paid Term Life insurance and Long Term Disability, and retirement fund once eligibility requirements are met.

My signature below indicates my acceptance of the job responsibilities and duties as stated above.

__________________________________________  ____________________________
Employee Signature                           YMCA Director

__________________________________________  ____________________________
Name printed                                Name printed

__________________________________________  ____________________________
Date                                         Date